

FACT SHEET 01-15

Participating Providers

VA Health Administration Center

The programs administered by the Health Administration Center (HAC) do not require you to go to a specific medical provider (hospital, doctor, pharmacy, etc.). You are free to select a provider of your choice, but be sure the provider is properly licensed/certified in your State and is not on the Medicare exclusion list.

HAC does not maintain a provider list. For the CHAMPVA, Spina Bifida Health Care Program, and Children of Women Vietnam Veterans Health Care Program, if you need to find a provider, we recommend you go to the TRICARE website at WWW.TRICARE.OSD.MIL. From the pull down menu, select *Provider Directory* and then select *TRICARE Standard*. Many of the TRICARE providers will also accept your VA health care benefit, but be sure to ask the provider. Also, be sure to tell them to send their claims to the HAC—not TRICARE!

CHAMPVA

Providers may elect to participate in CHAMPVA by submitting a claim or agreeing to see you. Under the CHAMPVA Program, you are responsible for paying your beneficiary cost share and any charges for non-covered services. Under 38 CFR section 17.272(b) (2) and (3), providers must accept the CHAMPVA allowable rate and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

Providers may choose not to participate in CHAMPVA and in this case, you will likely have to pay the entire bill and submit a claim for personal reimbursement of the allowable amount to the HAC. Even in this case, providers must accept the CHAMPVA-determined allowable amount.

While CHAMPVA does not have a network of pharmacies, we do have a partnership with Medical Matrix. Medical Matrix has thousands of pharmacies that have signed up with them and are available for you to use. If your pharmacy participates in Medical Matrix, the pharmacy will submit your claim to us and you will just have to pay your cost share. To find a pharmacy associated with Medical Matrix you can call 1-800-880-1392 or check their website at WWW.MEDICALMATRIX.COM or fax them a request for information at 1-817-738-1843.

CHAMPVA offers a medication by mail (MbM) program. If you use the MbM program, prescribed maintenance medications are mailed directly to your home and you have NO cost share, NO deductible, and NO claims to file! If you do not have another health insurance plan that includes pharmacy, you are eligible to use Meds by Mail for your non-urgent, maintenance medication needs. Registration forms are available from the website at WWW.VA.GOV/HAC by selecting FORMS from the left panel. Forms can also be requested by calling 1-800-733-8387 or by writing HAC at PO Box 65023, Denver, CO 80206-9023.

If you are being seen under the CHAMPVA In-House Treatment Initiative (CITI), then you should check with the VA Medical Center that is providing your care and see if their pharmacy participates in the CITI program. If they do, your prescription medications are free.

Spina Bifida Health Care Program

Providers may elect to participate in the Spina Bifida Health Care Program by submitting a claim or agreeing to see you. Under 38 CFR 17.903(c), providers must accept the VA payment and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

Children of Women Vietnam Veterans (CWVV) Health Care Program

Providers may elect to participate in the CWVV Health Care Program by submitting a claim or agreeing to see you. Under 38 CFR 17.903(c), providers must accept the VA payment and cannot require you to pay the difference between their billed charge and the VA-determined allowable amount.

Foreign Medical Program

Select your provider and have them send us the bill. We will reimburse for those services that are related to service-connected conditions. We can pay the provider directly or reimburse you for medical services. If you have paid the provider, send a copy of the bill to us with proof of payment and we will reimburse you.

Fact Sheets

If your provider is not familiar with CHAMPVA, Spina Bifida Health Care Program, Children of Women Vietnam Veterans Health Care Program, or the Foreign Medical Program, you can have them contact the HAC or you can provide them with a copy of the fact sheet related to the program for which you are eligible. You can also request fact sheets on many issues by contacting the HAC.

For More Information

- Write us at PO Box 65023, Denver, CO 80206-9023
- Find us on the web at WWW.VA.GOV/HAC
- E-mail us at HAC.INQ@MED.VA.GOV
- Call 1-800-733-8387, Monday-Friday from 8:15 AM - 6:00 PM Eastern Time (holidays excluded).